

For housing and care professionals



An electronic copy of this publication can be found on the EAC www.HousingCare.org website.

October 2011

EAC Card game as a Resident Consultation Tool

The card game, the popular nomination tool for the *EAC National Housing for Older People Awards 2010* and 2011, has been developed into a fully fledged **Resident Consultation Service (RCS)**.

EAC believes that the rich information yielded when residents play the game should inform managers and housing providers on their schemes' strengths and weaknesses. This will go some way towards giving residents the confidence that their concerns will be addressed, and not just used to rank their scheme.

The new RCS includes the supply of consultation packs and of bespoke Provider Reports analysing and comparing the residents' assessment of their own home, the communal facilities, the services they receive and the lifestyle enjoyed in their scheme.

- A scheme using the RCS is automatically nominated for the *National Housing for Older People Awards 2012*.

More on the RCS on page 2



National Housing for Older People Awards 2012

Nominations from all forms of housing for later life will be received between 1st October 2011 and 31st January 2012.

Despite having to adapt to economic realities, the Awards hope to grow beyond their previous successes of attracting the participation of 2140 residents in 2010, and 3517 in 2011.

There are two ways to enter the Awards

1 Use our new Resident Consultation Service (RCS)

- Your residents will play the game in the knowledge that you will know and address their views.
- Schemes using our *Resident Consultation Service* are automatically entered for the Awards.

To ask for a quote or arrange a consultation, email housingawards@eac.org.uk or phone 020 7820 3755. Read more about it on page 2 and at www.housingcare.org

2 Order our Nomination Packs

- Schemes not using our *Resident Consultation Service* can buy the nomination packs at a modest charge of **£10 + VAT (£12)** each. This helps us fund the Awards.
- Each pack contains a set of cards and enough score sheets for use by 3 groups of 4 people. More packs are needed if several groups play the game at the same time.

The date and venue of the **Awards celebration** will be announced in January 2012.

More on the Awards on page 3

More about the Resident Consultation Service (RCS)

The card game has now been played by almost 6,000 people, proving itself very popular with residents and staff. Its capability as a consultation tool has been tested in many housing schemes.

A visit to our website at www.housingcare.org/providers/eac-resident-consultation.aspx will show you a sample of the *Provider Reports*, the main output of the



RCS. It contains 3 bespoke pages: 1 page of star ratings for 5 main topics subdivided in 15 to 18 main areas of interest, plus 2 pages of the residents' scoring of the 28 card statements, allowing scheme managers to address specific concerns immediately.

EAC believes that much of the information presented in its *Provider Reports* compares favourably with findings that would result from an independent survey of a scheme, at a fraction of the cost (a negotiable



£227 + VAT for an average scheme). Whilst the consultation service cannot take on board specific questions about individual residents,



it offers very practical feedback and increasingly meaningful comparisons with similar schemes regionally and nationally. At the moment such



comparisons are limited to data from some 600 schemes; however the pool of information is growing as more schemes are consulted or are nominated for the Awards.

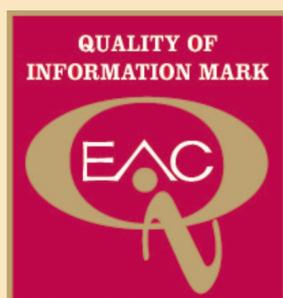
The whole process from ordering consultation packs to receiving the provider reports can take less than 2 weeks.

A *Provider Report* is for the eyes of the housing provider or manager only,



and will remain totally confidential. However its data will enrich EAC's database and enable ever more reliable analysis and reporting.

To ask for an RCS quote or discuss a consultation, please email: housingawards@eac.org.uk or phone 020 7820 3755



The QI Mark is valid for 2 years.

The Quality of Information Mark

EAC's website www.HousingCare.org displays the details of over 25,000 UK retirement/sheltered housing schemes. This is made possible by the hundreds of housing providers regularly returning our 1-page questionnaires. If you complete and return our special 7-page

questionnaire you are rewarded with a **free** EAC Quality of Information Mark (QI Mark) highlighting your details on the website and giving you 5 additional webpages describing your aims, facilities, services, residents and management.

Read more about it at: www.housingcare.org/quality-of-information-mark.aspx or email val.gorter@eac.org.uk or phone 020 7820 3755

Our emphasis is now on *Resident Consultations* and the consultation packs will carry less reference to awards and prizes. However, the Awards will continue to give much pleasure to residents, scheme managers and housing providers. Nominations for the Awards are also proving essential to EAC's reporting ability, feeding it with the views of thousands of residents on hundreds of retirement housing schemes in the UK.

To: Elderly Accommodation
Counsel, FREEPOST LON 15755,
London SE1 7YZ

**Please send, email or fax
me an Order Form for the
EAC Housing for Older
People Awards 2012**

Name.....

Address.....

Postcode.....Tel.....

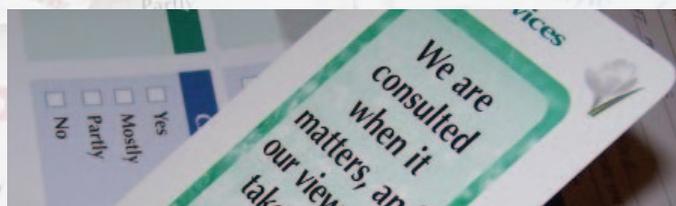
Email.....

Long live the EAC National Housing for Older People Awards

Nominations for the 2012 National Housing for Older People Awards is by purchasing either our Resident Consultation Service, or our Nomination Packs and returning your entries between **1st October 2011 and 31st January 2012.**

As usual there are 2 types of packs:

- **STANDARD** for sheltered and retirement housing
- **HOUSING-WITH-CARE** for schemes providing care services and meals, such a extra care housing, assisted living, close care, retirement villages, etc



Ask for our Order Form now by returning the coupon above, or by emailing housingawards@eac.org.uk, phoning 020 7820 3755 or faxing 020 7820 3970. You can also download an order form from our website www.housingcare.org



Celebrating the 2011 Housing Awards at Ascot

The grand reception rooms of **The Pavilion at Ascot Racecourse** were host to **some 350 guests** – a lively mix of residents, their scheme managers, their landlords, and a whole range of sponsors and other professionals. A five minute video of the event can be seen at www.HousinCare.org.

Guest speaker BBC News anchorman, Nicholas Owen, MC Jon Hammond and all the sponsors built up a wonderful atmosphere for the celebration of the winning schemes managed by the organisations opposite (in alphabetical order):

We thank all our sponsors who have made these Awards possible, in particular Legal & General, Nationwide Building Society and the Housing LIN

- | | |
|--------------------------------|---------------------------------|
| Abbeyfield Northern Ireland | Kingsdale Group |
| Abbeyfield Keynsham & Saltford | Midland Heart |
| Apex Housing Association | Orbit Heart of England |
| Avantage | Polish Housing Society |
| Bracknell Forest Homes | Raglan Housing |
| Brunelcare | Riverside ECHG |
| Cairn Housing Association | Sanctuary Housing |
| Central and Cecil | Shaw Healthcare |
| CHP | Sheffield Homes |
| Connect Housing | South Essex Homes |
| Dumfries & Galloway | Springboard Housing Association |
| Housing P'ship | Stadium Housing Association |
| ExtraCare Charitable Trust | Wrekin Housing Trust |
| Hanover | |
| Housing 21 | |



Helping to improve lives in retirement

ELDERLY ACCOMMODATION COUNSEL

A national charity providing information and advice on all forms of accommodation and services for older people

Registered Charity No. 292552

EAC gratefully acknowledges the support of



Legal & General



A NEW ONLINE SERVICE

Home Services Directory

Over 15,000 people visit our website every day.

The success of www.HousingCare.org is largely due to the richness of our retirement housing and care homes directories, which list over 38,000 addresses in the UK. We are now introducing a third major resource: "Home Services", a directory of services to help older people maintain their independence in their own home.

At present this growing directory contains just over 5,600 services, principally in England. Our objective is to give comprehensive details of 25,000 such services throughout the UK.

Try it for yourself

83 services types are listed under 13 main headings such as *Aids & Equipment, Care, Home Help, Home maintenance, Socialising, etc.* The directory is searchable by service type, postcode, place name, service provider's name, keyword, as well as a combination of these, very much like our accommodation directory, and like it, it is already being used by the public as well as by professionals.

You can help us populate this directory either by uploading services that you provide, or by directing service providers to our website where they can upload their services themselves at this address: www.housingcare.org/service/index.aspx

For more information email alex.billeter@eac.org.uk or phone 020 7820 1682.

Two
websites
in one



Our popular website HousingCare.org is now paired with FirstStopAdvice.org.uk HousingCare.org continues to be the main source of information on accommodation and services for older people whilst FirstStopAdvice.org.uk has become our main resource for advice on care, housing and financial options for older people and their carers. Both our websites are for older people, their carers, families and friends, as well as for professionals.

Property Advertising Service

Advertise your sales and lettings on our website HousingCare.org

Some 3,000 vacant properties are advertised on our website www.HousingCare.org visited by 15,000 people every day: older people, their carers, relatives and friends and professionals.

Subscription rates are modest, and one-off social rentals are free

Read more about it at www.housingcare.org/advertise-housing-vacancies.aspx or email alex.billeter@eac.org.uk or phone 020 7820 1682

Partnerships



Advice for older people

FirstStop is expanding its face-to-face advice service on housing options through local partners around the country. Please check the website www.firststopadvice.org.uk over the coming months for more details.



After years of providing administrative support to this DH programme, EAC is pleased to be sharing its offices space in Vauxhall with the Housing LIN, the leading national network for promoting innovative new ideas in enhancing housing and care choices for older people www.housinglin.org.uk